

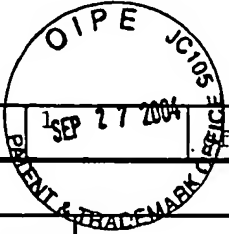
Please type a plus sign (+) inside this box →



PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT	Application Number		10/002,772
	Filing Date		November 2, 2001
	First Named Inventor		Toshio UENO
	Group Art Unit		3625
	Examiner Name		James H. Zurita
Sheet	1	Attorney Docket Number	01706/LH



U.S. PATENT DOCUMENTS

Exam. Inits ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
J2 ↓		2001/0051952	A1	NAKAZATO, Toshiaki	12-13-2001	
		6,513,052	B1	BINDER, Erin	01-28-2003	
		6,678,764	B2	PARVULESCU et al	01-13-2004	

FOREIGN PATENT DOCUMENTS

Exam Inits ¹	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

Examiner Signature	<i>Larry Dune</i>	Date Considered	9/10/04
--------------------	-------------------	-----------------	---------

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

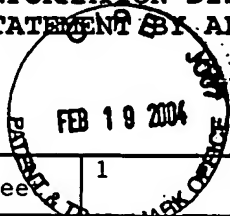
DATE MAILED: September 23, 2004

Please type a plus sign (+) inside this box →

+

PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 	Application Number		10/002,772	
	Filing Date		Nov. 2, 2001	
	First Named Inventor		T. UENO	
	Group Art Unit		2152	
	Examiner Name			
Sheet 1	of 1	Attorney Docket Number		01706/LH

U.S. PATENT DOCUMENTS

Exam. Inits ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
						<p>RECEIVED</p> <p>FEB 25 2004</p> <p>Technology Center 2100</p>

FOREIGN PATENT DOCUMENTS

Exam Inits ¹	Cite No ¹	Ofc	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
12		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

Examiner Signature	<i>James Zunde</i>	Date Considered	9/15/07
--------------------	--------------------	-----------------	---------

¹ EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

² Unique citation designation number. ³ See kinds of U.S. Patent Documents. ⁴ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁵ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁶ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁷ Place a check here if English translation is attached.

DATE MAILED: **February 19, 2004**

Please type a plus sign (+) inside this box →

+

PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO

INFORMATION DISCLOSURE
STATEMENT BY APPLICANT

OCT 15 2003

Application Number

10/002,772

Filing Date

November 2, 2001

First Named Inventor

T. UENO

Group Art Unit

2152

Examiner Name

Not Yet Assigned

of

1

Attorney Docket Number

01706/LH

U.S. PATENT DOCUMENTS

Exam. Inits [*]	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
fs	A	5,459,552	A	OHIRA	10-17-1995	

RECEIVED
OCT 22 2003
Technology Center 2100

FOREIGN PATENT DOCUMENTS

Exam Inits [*]	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
jt	B	EP	0 843 229	A2	Canon Information Systems, Inc.	05-20-1998		
↓	C	DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
↓	D	EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		

Examiner
Signature

James Smith

Date
Considered

8/16/07

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: October 15, 2003



Please type a (+) inside this box →

+

PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,772		
				Filing Date		November 2, 2001		
				First Named Inventor		Toshio UENO		
				Group Art Unit				
				Examiner Name				
Sheet	1	of	2	Attorney Docket Number		01706/LH		
U.S. PATENT DOCUMENTS								
FOREIGN PATENT DOCUMENTS								
Exam Initials	Cite No.	Offc	Document Number ¹	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T 6
JB ↓		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
		JP	11-232327	A	HITACHI LTD.	08-27-1999		*
		JP	2000-305872	A	FUJITSU LTD.	11-02-2000		*
		JP	2000-215204	A	SHARP CORP.	08-04-2000		*
		JP	2000-155778	A	HITACHI LTD.	06-06-2000		*
		JP	2001-084276	A	OKI ELECTRIC IND.	03-30-2001		*
		JP	11-250130	A	FUJITSU LTD.	09-17-1999		*
		JP	2001-160103	A	KONICA CORP.	06-12-2001		*
			*English language Abstract only					
Examiner Signature		James D. Dwyer			Date Considered		8/10/01	

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: March 20, 2002

RECEIVED
MAY 16 2002
Technology Center 210



Please type a plus sign (+) inside this box →



PTO/SB/08B (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/002,772
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	
				Examiner Name	
Sheet	2	of	2	Attorney Docket Number	01706/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS					
Examiner Initials ¹	Citation No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published			T ²
JZ ↓		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO			
		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO			
		U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO			
Signature		<i>James J. Smith</i>		Date Considered	3/10/05

RECEIVED
MAY 16 2002
Technology Center 2100

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.
¹ Unique citation designation number. ² Place a check here if English translation is attached.

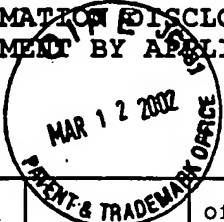
DATE MAILED: March 20, 2002

Please type a plus sign (+) inside this box →



PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Application Number	10/002,772	
		Filing Date	November 2, 2001	
		First Named Inventor	Toshio UENO	
		Group Art Unit		
		Examiner Name		
Sheet	of 2	Attorney Docket Number		01706/LH

U.S. PATENT DOCUMENTS

Exam. Inits ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

FOREIGN PATENT DOCUMENTS

Exam. Inits ¹	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
ft		JP	2000-115393	A	CANON INC.	04-21-2000		*
			*English language Abstract Only					

Examiner Signature	<i>Lance Zuntz</i>	Date Considered	9/18/05
--------------------	--------------------	-----------------	---------

¹ EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

² Unique citation designation number. ³ See kinds of U.S. Patent Documents. ⁴ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁵ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁶ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁷ Place a check here if English translation is attached.

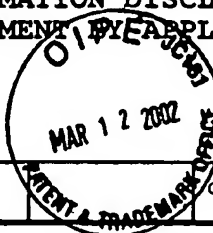
DATE MAILED: March 6, 2002

Please type a plus sign (+) inside this box →



PTO/SB/08B (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO		Application Number	100002,772
INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	
		Examiner Name	
Sheet	of	Attorney Docket Number	01706/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS			
Examiner Initials ¹	Cite No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	T ²
Jr		U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO	
Examiner Signature	James Tumb		Date Considered 8/10/02

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² Place a check here if English translation is attached.

DATE MAILED: March 6, 2002

PTO/SB/08A

INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,772		
				Filing Date		November 2, 2001		
				First Named Inventor		Toshio UENO		
				Group Art Unit		3625		
				Examiner Name		James H. Zurita		
Sheet	1	of	1	Attorney Docket Number		01706/LH		
U.S. PATENT DOCUMENTS								
Exam. Init ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
12		5964891	B1	Caswell et al	10-12-1999			
		5819272	A	Benson, Max L.	10-06-1998			
		6467088	B1	alSafadi et al	10-15-2002			
		6487560	B1	LaRue et al.	11-26-2002			
		6694335	B1	Hopmann et al.	02-17-2004			
		6836830	B1	Yamagami et al.	12-28-2004			
		2001/0013063	A1	HALL et al	08-09-2001			
		2002/0129047	A1	Cane et al.	09-12-2002			
✓		2002/0133509	A1	Johnston et al.	09-19-2002			
FOREIGN PATENT DOCUMENTS								
Exam Init ¹	Cite No ¹	Office ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
16		WO	01/02954	A1	KONINKLIJKE PHILIPS ELECTRONICS N.V.	01-11-2001		
17		DE	101 05 532	A1	HEWLETT-PACKARD CO.	08-09-2001		
Examiner Signature		<i>James Zurita</i>			Date Considered	<i>9/10/05</i>		

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Mark here if English translation is attached.

DATE MAILED: July 8, 2005

AUG. 18. 2005 5:06PM

+1-212-319-5101 customer 01933

NO. 9476 P. 2

PTO/SB/08A

1 Page
only

INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,772		
				Filing Date		November 2, 2001		
				First Named Inventor		Toshio UENO		
				Group Art Unit		3625		
				Examiner Name		James H. Zurita		
Sheet	1	of	1	Attorney Docket Number		01706/LH		
U.S. PATENT DOCUMENTS								
Exam. Initia [*]	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
22 ↓		5,197,005	A	SHWARTZ et al	03-23-1993			
		5,446,883	A	KIRKBRIDE et al	08-29-1995			
		6,766,320	B1	WANG et al	07-20-2004			
FOREIGN PATENT DOCUMENTS								
Exam. Initia [*]	Cite No ¹	Office ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Examiner Signature	<i>James Zurita</i>				Date Considered	<i>8/12/05</i>		

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Mark here if English translation is attached.

DATE MAILED: August 18, 2005

Please type a plus sign (+) inside this box -

+

PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number		10/002,772			
		Filing Date		November 2, 2001			
		First Named Inventor		Toshio UENO			
		Group Art Unit		3625			
		Examiner Name		James H. Zurita			
Sheet	1	of	2	Attorney Docket Number		01706/LH	

RECEIVED
CENTRAL FAX CENTER
FEB 22 2001

U.S. PATENT DOCUMENTS

Exam. Initials	Cite No.	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
↓		5,287,505	A	CALVERT et al	02-15-1994	
		6,032,184	A	COGGER et al	02-29-2000	
		6,219,648	B1	JONES et al	04-17-2001	
		2002/0032672	A1	KEITH, JR.	03-14-2002	
		6,389,426	B1	TURNBULL et al	05-14-2002	
		2002/0059369	A1	KERN et al	05-16-2002	
		2002/0120684	A1	CHRISTFORT et al	08-29-2002	
		6,463,437	B1	MONGILIO	10-08-2002	
		6,539,419	B2	BECK et al	03-25-2003	
		6,735,592	B1	NEUMANN et al	05-11-2004	
		6,802,042	B2	RANGAN et al	10-05-2004	

FOREIGN PATENT DOCUMENTS

Exam. Initials	Cite No.	Offic.	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Examiner Signature		<i>James Zurita</i>			Date Considered	<i>2/10/05</i>		

¹ EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 809. Draw line through citation if not in conformance and not considered. Includes copy of this form with next communication to applicant.

² Unique citation designation number. ³ See kinds of U.S. Patent Documents. ⁴ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁵ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁶ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁷ Place a check here if English translation is attached.

DATE MAILED: February 22, 2005

PTO/SB/088

INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/002,772
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	3625
				Examiner Name	James H. Zurita
Sheet	2	of	2	Attorney Docket Number	01706/LH
NON PATENT LITERATURE DOCUMENTS					
Exam Inits	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T ²
Jt		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 th International Conference on Software Engineering, April 1998, ISBN 0-8186-8368-6, pages 136-142.			
Examiner Signature	<i>James Zurita</i>			Date Considered	<i>8/10/05</i>

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Mark here if English translation is attached.

DATE MAILED: February 22, 2005